# Relocation Service: First Steps Upon Arrival

This **RELOCATION CHECKLIST** will guide your first steps upon arrival in Montreal. Complete each step promptly to avoid delays in payroll or benefits enrolment. Please review the **RELOCATION SERVICE** details. If you have any questions, contact us at relocation.apo@mcgill.ca

## 1. SOCIAL INSURANCE NUMBER (SIN)

To **work** in Canada, you must have a SIN. To apply, you need a **Work Permit**. For details, visit: [Service Canada website](https://www.canada.ca/en/services/citizens/immigration-refugees/orientation-guides/essential-services.html).

The **Service Canada** office closest to McGill is located at

Complexe Guy-Favreau  
200 René-Lévesque Blvd W  
Montreal, QC H2Z 1X4

You **must** update your SIN record when you receive a **new immigration document**.

* Applying in person is faster than online/by mail but you may need an appointment.  
* You need a SIN for **payroll** and to open a **bank account**.

## 2. REGIE DE L’ASSURANCE MALADIE DU QC (RAMQ)

RAMQ is Quebec’s provincial health insurance. You must **apply for RAMQ** upon arrival in Montreal. You will need your Work Permit and an address.

After applying, you will receive a **Letter of Eligibility**, and will be on a 3-month waiting period. You will then receive your RAMQ card in the mail and your coverage will begin. **Please provide a copy of the Letter of Eligibility to HR:** hrhr@mcgill.ca

If the country you are coming from has a Reciprocity Agreement with RAMQ you will **not** be subject to the waiting period, but you must still apply.

Make sure you **remain covered**. Learn about trips outside of Quebec and how to **remain covered by RAMQ** depending on their length and your status in the country.

* RAMQ coverage is **mandatory** to be eligible for the McGill Supplemental Health Care Plan.  
* After the application is submitted, COVID19 related care is covered.  
* You **must** update RAMQ when you get a new immigration document.

## 3. PROVINCIAL PLAN REPLACEMENT (PPR)

If, as of your start date, you and your family are on the RAMQ 3-month waiting period, McGill offers you a **one-time PPR**. To apply visit: [McGill Human Resources](https://hr.mcgill.ca/EmployeePortal/).  

You can apply for PPR before receiving your Letter of Eligibility from RAMQ, but you **must still apply for RAMQ** and submit it to HR as soon as received.

**Canadians** and **Permanent Residents** coming from another province need not apply for PPR. The **province of origin** will cover eligible medical expenses **via reimbursement** during the RAMQ waiting period. For details, contact your current provincial healthcare plan.

**Non-Canadian partners** of Canadian newly hired faculty will be offered a **one-time PPR**, if needed, to bridge the gap before becoming eligible for RAMQ. Coverage may be extended at your own cost.

If the country you came from has a Reciprocity Agreement with RAMQ, you do **not** need PPR but you must apply for RAMQ and send proof of eligibility to hrhr@mcgill.ca
### 4. MCGILL BENEFITS ENROLLMENT

Please complete your employee profile with address, SIN, banking information, and enroll for benefits via Workday. Monitor messages and complete each task promptly. If you have questions about the process, contact your Faculty’s HR Advisor. For details on benefits, visit HR Benefits. **You can send your benefits questions to hrhr@mcgill.ca**

Visit HR’s [Onboarding & Orientation](#) site for useful information.

- Check your spam folder.

### 5. HEALTHCARE SERVICES

**Walk-in Clinics:** Before you have a family doctor (or even RAMQ) you may visit a walk-in clinic for medical services, including prescriptions, tests, and referrals to specialists. Call first to confirm appointment, fees, and payment procedures. [Find a walk-in clinic](#).

**811 Info Santé / Info Sociale:** is a 24/7 free phone line where a nurse will help you assess symptoms, give you advice, and find healthcare resources near you. Service available in English and French.

Once you receive your RAMQ card you will be able to:

- Register to find a family doctor
- Register for a Health Booklet to access your medical information including prescription refills and test results.
- Register for Clic Santé an appointment scheduling system for limited healthcare services including vaccines, blood tests, etc.

**To learn more about the Quebec Health Care System,** visit: [https://www.quebec.ca/en/health/health-system-and-services/service-organization](https://www.quebec.ca/en/health/health-system-and-services/service-organization)

- Call [911](#) during an emergency
- [COVID19 Updates & Info](#)
- [McGill Dental Clinic](#)
- [McGill Sports Medicine Clinic](#)
- [Employee & Fam Assistance](#)
- Don’t be shy about asking colleagues, neighbours, etc., for a family doctor referral.

### 6. DAYCARE

**La Place 0-5** is a waiting list system for all daycares. Create your child’s profile before moving to Quebec and select all those you’re interested in, including public, private, subsidized, and non-subsidized. Please note that the McGill CPE and the SSMU Daycare are not run by the university and have considerably long waiting lists managed via LaPlace 0-5. You do not need an address in QC to put your child on the list.

Visit the FAQ section.

- [QC Childcare Tax Credit](#)
- [QC Family Allowance](#)
- [Canada Child Benefit](#)

### 7. INTERNET, TV & CELL PHONE SERVICES

Compare offers and service bundles at Videotron, Bell, Telus, Rogers, Virgin, Fido, etc. Ask providers if they have special offers for McGill staff.

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* [QC Childcare Tax Credit](#)
* [QC Family Allowance](#)
* [Canada Child Benefit](#)
### 8. RENTING A PROPERTY

There are places for rent available **all year round**, but the most common start to leases is July 1st. For a house-hunting trip, bring your **offer letter** as proof of employment and salary. You may have to sign a **promise to lease** and provide a good faith check for 1 month's rent which will be applied to your lease. No other deposit can be required legally.

Real estate agents can show you **any property listed for rent free of charge**. You may choose a different agent at any time and **you do not have to pay them a commission**. Visits are scheduled 24 to 48hrs in advance. Consult listings via: [www.realtor.ca](http://www.realtor.ca), [www.centris.ca](http://www.centris.ca), [www.rentals.ca](http://www.rentals.ca), [www.padmapper.com](http://www.padmapper.com)

Visit the Canada Mortgage & Housing Corporation website for guides for renters.

### 9. BUYING A PROPERTY

Real estate agents can show you **any property listed for sale free of charge**. You may choose a different agent at any time, and **you do not have to pay them a commission**. Visits are scheduled 24-48hrs in advance.


Consult listings and find an agent via: [www.realtor.ca](http://www.realtor.ca), [www.centris.ca](http://www.centris.ca), [www.propriodirect.com](http://www.propriodirect.com). You may also consult for sale by owner sites such as: [www.duproprio.com](http://www.duproprio.com).

### 10. FINDING A SCHOOL

Registration timelines in the public school system **vary**. Some begin in the fall, others early in the year around February. Please consult your neighborhood school or school boards. Most private schools have open houses and registration processes **in the fall**.

An **Accueil (Welcome Class)**, is offered in the French public schools to children who do not speak French. For details, contact [accueil@csdm.qc.ca](mailto:accueil@csdm.qc.ca).

Please contact the Relocation Advisor for further guidance on schooling, and visit: [www.mcgill.ca/familycare/schooling](http://www.mcgill.ca/familycare/schooling) for more information on the French and English school systems in Quebec.

### 11. DRIVING IN QC

You may drive with a non-QC driver’s license for **up to 6 months**. Depending on where you moved from, you may be able to **exchange it** for a Quebec driver’s license.

If you own a vehicle registered outside of QC, you have **90 days** to register it. Please consult [SAAQ Registering a Vehicle from Outside QC](http://www.mcgill.ca/familycare/schooling).

Secure your appointment as soon as possible to **avoid delays**.
### 12. BANKING & TAXES

Major banks close to campus: RBC, TD, BMO, Desjardins, HSBC, CIBC, NB

Ask about **cross-border services** if you have financial ties in the USA.

Ask about homeowner’s/tenant’s/car insurance.

When offered investment products or accounts, be mindful of tax repercussions in your country. Consult Revenue Canada and Revenu Quebec for your tax rates, etc.

Certain professors in science, engineering, finance, health, and new information & communication technologies may be eligible for Quebec Tax Holiday. Application is due March 1st.

#### * Get your SIN first
#### * QC Childcare Tax Credit
#### * QC Family Allowance
#### * Canada Child Benefit

### 13. MON FRANÇAIS PROGRAM

If you have a **work permit**, you and your partner may qualify for free French classes via the Mon Français program.

Canadians and Permanent Residents may take French classes via the Francisation programs offered by the French school boards (CSSDM & CSSMB), or enroll in one of the French Certificates at the McGill School of Continuing Studies and inquire about the Academic Staff Tuition Assistance Program.

### 14. EDUCALOI

Find answers to common, general, legal questions such as rights & responsibilities of tenants & property owners, making a will, consumer protection, etc.: Educaloi.

### 15. ABOUT THE CITY

Consult the City of Montreal website to learn about by-laws (e.g. pets), services (recycling, trash day), community centers, events, parking permits, etc. If your neighborhood is not in the City of Montreal, make sure to lookup local by-laws.

Stay up to date on events happening year round in the city with LaVitrine, Montreal Families, Tourisme Montreal, Museums Montreal and McGill Relocation on Facebook.

Consult the Guide to Living in Montreal.

### 16. IMMIGRATION MATTERS

For guidance on immigration matters including work permit renewals, partner sponsorship, and becoming a permanent resident, please consult your Immigration Advisor: Immigration.apo@mcgill.ca

### 17. MCGILL RESOURCES

- Academic Staff Guides
- Family Care
- Benefits Rate Summary
- Parking Services

- Where to Eat on Campus
- McGill Faculty Club
- Athletics & Recreation
- Tuition Assistance

- McGill Dental Clinic
- McGill Sports Medicine Clinic
- Employee & Fam Assistance
- McGill Security
- McGill COVID19 Updates

* Call 311 to make inquiries about city services or report non-emergency situations.

* Call 514-398-3000 for campus emergencies.